

# COMPLAINT LOG

DATE	NAME	LOCATION	COMPLAINT	RESOLUTION
02/10/00	PAT MESSENGER	72 PEABODY DRIVE	CONCERNED ABOUT THE USE OF IN GROUND SPRINKLING SYSTEM IN CASE OF THE DROUGHT AGAIN	INFORM HOMEOWNER ABOUT THE 3 LEVELS OF WATER BANS AND ANY FINES THAT CAN BE IMPOSED IF SOMEONE DOESN'T ADHERE
02/10/00	CAROLYN ALBRIGHT	88 PEABODY DRIVE	WASH TURNED GOLD IN COLOR	HOT WATER TANK NEEDS FLUSHING
05/11/00	LAURIE TAVIS	118 ADAMS DRIVE	DRIVEWAY REPAIR	PATCH NEEDS TO BE REPAVED - CONTACTED CONTRACTOR
05/17/00	GARY HOROWITZ	41 LOWELL DRIVE	CHLORINE SMELL	CL2 RESIDUAL .3
06/03/00	JANE SULLIVAN	43 PEABODY DRIVE	LOW PRESSURE	POWER OUTAGE TO WELL HOUSE & PUMP #1
06/04/00	NANCY FLEMMING	PEABODY DRIVE	YELLOW WATER	WATER QUALITY DUE TO USE OF EMERGENCY WELL - WILL CALL IF PROBLEM PERSISTS
06/05/00	MRS. FLAHERTY	53 CONANT DRIVE	DIRTY WATER	DUE TO USE OF WELL #2 - ADVISED OWNER TO CALL IF PROBLEM PERSISTS
07/11/00	JERRY RUZICKA	33 ADAMS DRIVE	CHANGE IN WATER QUALITY/HIGH CHLORINE ODOR	TOOK CL2 RES AT KIT SINK 0.2 ADVISED OWNER THAT WE ARE CONTINUOUSLY ADJUSTING CL2 TO OPTIMIZE
09/09/00	ERIC MASI	68 LOWELL DRIVE	LOW PRESSURE	TESTED PRESSURE 24 PSI/4.5 GPM
01/02/01	BILL SIMPSON	80 ADAMS DRIVE	MURKY YELLOW	SPOKE TO OWNER - CLEARED UP
01/17/01	JERRY RUZICKA	33 ADAMS DRIVE	HIGH CHLORINE ODOR	USE OF CONTACT TANK SHOULD REDUCE ODOR
03/14/01	JOE FLEMING	26 DUNSTER	YELLOW WATER	INSTALLING HOME FILTER
04/20/01	LAURI LIVOLI	52 ADAMS DRIVE	RUSTY WATER	WATER WAS CLEAR/RUSTY WHEN USING HOT WATER
04/30/01	JOSEPH MAGLIOZZI	57 PEABODY DRIVE	LOW PRESSURE	HOMEOWNER NOT HOME
04/30/01	JULIE REIN	184 KIRKLAND DRIVE	LOW PRESSURE	POSSIBLE LEAK
05/04/01	LAURI LIVOLI	52 ADAMS DRIVE	DIRTY WATER	HOT WATER TANK NEEDS FLUSHING
10/30/01	BOB KILKENNEY	92 ADAMS DRIVE	RED WATER	FLUSHED HOSE BID/BATHROOM SINK/HOMEOWNER WILL CHANGE FILTER. DELIVERED RED B GONE FOR LAUNDRY
12/30/01	JANE SULLIVAN	43 PEABODY DRIVE	LOW PRESSURE	LOW TANK LEVEL/REPLACED BATTERIES
12/30/01		35 ELIOTT DRIVE	LOW PRESSURE	LOW TANK LEVEL/REPLACED BATTERIES
02/01/02	JANE SULLIVAN	43 PEABODY DRIVE	LOW PRESSURE	LOW TANK LEVEL/REPLACED BATTERIES
02/03/02	JOSHUA NATANSON	33 PEABODY DRIVE	LOW PRESSURE	TELEMETRY FAILURE - REPLACED BATTERIES AT TANK
02/18/02	BILL ZELIFF	96 PEABODY DRIVE	LOW PRESSURE	REPLACE FILTER ON BOOSTER SYSTEM AND/OR HAVE PUMP
03/11/02	ERIC MASI	68 LOWELL DRIVE	LOW PRESSURE	POSSIBLE FILTER PROBLEM
06/03/02	CECILIA NOVAK	20 PEABODY DRIVE	LOW PRESSURE	POWER OUTAGE AT WELL FIELD
07/22/02	ERIC KAMPF	95 LOWELL DRIVE	SULFUR ODOR	ADVISED HOMEOWNER TO CONTACT PLUMBER TO CHECK WATER HEATER
10/03/02	BOB WILSON	115 KIRKLAND	LOW PRESSURE	VOLUME PROBLEM DURING PEAK USAGE
02/12/04	BOB KILKENNEY	92 ADAMS DRIVE	BROWN WATER	
03/10/04	RICHARD CREAR	35 CONANT DRIVE	SAND/GRAVEL IN WATER	OWNER CALLED - CLEARED UP
08/11/04	GARY SMALL	107 LOWELL DRIVE	NOT NOTIFIED ABOUT EXERCISING PROGRAM	REPAIRS AT 113 LOWELL MAY HAVE DISLODGED DEBRIS IN PIPES



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: Thursday Date: 2/10/00 Time: 3:30 AM ☐ PM ☒

Recvd By: Nancy (CHTS) Recvd From: Pat Messenger

Home Phone: 978 897-8972 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint: 72 Peabody Drive, Stow

Description of Problem: Has a concern about the use of

inground sprinkling systems in case the drought

situation happens this year like it did in 1999

Directed To: Russ Date: 2/10/00 Time: 4:15 AM ☐ PM ☒

On Scene: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM ☐ PM ☐

Findings: Russ is calling Mrs. Messenger to

mention about the 3 levels of water bans

and any fines that can be imposed if someone

doesn't adhere to the bans with possible water

shut off for severe cases of not adhering

to water bans.

Action Taken: \_\_\_\_\_

Further Action Needed: \_\_\_\_\_

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### Equipment Used

### Materials Used

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Left Scene \_\_\_\_\_ Total Time \_\_\_\_\_

Completed By: \_\_\_\_\_



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: THURSDAY Date: 2/10/00 Time: 10:00 AM ☒ PM ☐

Recvd By: RON (CHBS) Recvd From: CAROLYN ALBRIGHT

Home Phone: 978-897-8330 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint: 88 PEARODY DRIVE STOW.

Description of Problem: LOAD OF WHITE TURNED GOLD COLOR - NOT

SEEING ANY CHANGE IN COLOR OF WATER IN TOILET - NEEDS

HELP IN SOLVING THIS PROBLEM.

Directed To: RUSS Date: 2/10/00 Time: 10:00 AM ☒ PM ☐

On Scene: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM ☐ PM ☐

Findings: \_\_\_\_\_

Action Taken: Informed Russ. Russ called Mrs. Albright.  
He told her it sounds like her hot water tank  
needs flushing. He's having Paul McGowan  
drop off a bottle of Iron out to Mrs. Albright

Further Action Needed: \_\_\_\_\_

### Equipment Used

### Materials Used

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Left Scene \_\_\_\_\_ Total Time \_\_\_\_\_

Completed By: \_\_\_\_\_



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: THURSDAY Date: 5/11/00 Time: 12:35 AM ☐ PM ☒Recvd By: BUN Recvd From: LAURIE TAVISHome Phone: (978) 897-4490 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_Address of Complaint: 118 ADAMS DRIVE STOW MADescription of Problem: MRS. TAVIS WANTS TO TALK TO SOMEONE AT ASSABETWATER CO. ABOUT A DRIVEWAY REPAIR THAT IS NOW SINKING - REPAIR  
MADE AFTER LEAK WAS REPAIRED AT THE END OF DRIVEWAY.Directed To: RUSS TIERNEY Date: 5/11/00 Time: 1:25 AM ☐ PM ☒On Scene: 5-15-00 Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM ☐ PM ☐Findings: Patch ground curb box is settling  
Needs to be repavedAction Taken: RET to contact P. Murphy  
for repairsFurther Action Needed: yes**Equipment Used**

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**Materials Used**

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Left Scene: \_\_\_\_\_ Total Time: \_\_\_\_\_

Completed By: \_\_\_\_\_



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: WEDNESDAY Date: 5/17/00 Time: 9:21 AM ☒ PM ☐Recvd By: RDH Recvd From: GARY HOROWITZHome Phone: (781) 897-3088 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_Address of Complaint: 41 LOWELL DRIVE, STOWDescription of Problem: CHLORINE SMELL IS GETTING WORSE,  
WANTS SOMEONE TO CALL & EXPLAIN WHY.Directed To: RUSS Date: 5/17/00 Time: 9:50 AM ☒ PM ☐On Scene: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM ☐ PM ☐Findings: Cl<sub>2</sub> Residual .3Action Taken: NoneFurther Action Needed: Need to speak w/ homeowner**Equipment Used**

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**Materials Used**

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Left Scene \_\_\_\_\_ Total Time \_\_\_\_\_

Completed By: RDH



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: SAT Date: 6/3/00 Time: 6:29 AM ☐ PM ☒  
Recvd By: RET Recvd From: RON (CHBS)  
Home Phone: 897-5750 Day Phone: 897-5750 Other Phone: N/A  
Address of Complaint: 43 PEARSON Drive (JANE SULLIVAN)  
Description of Problem: \_\_\_\_\_

Directed To: RET Date: 6/3/00 Time: 7:00 AM ☐ PM ☒  
On Scene: RET Date: 6/3/00 Time: 9:00 AM ☐ PM ☒  
Findings: POWER OUT TO WELL HLE & PUMP #1

Action Taken: CALLED ELECTRICAL & POWER COMPANY  
STARTED EMERGENCY GENERATOR, BEGAN FILLING TANK.  
(SEE ATTACHED REPORT)

Further Action Needed: ALARM DIALER / TRANSFER SWITCH

### Equipment Used

### Materials Used

#1314  
#1317  
\_\_\_\_\_  
\_\_\_\_\_

R. TIMNEY  
D. FIELD  
R. SHERMAN  
\_\_\_\_\_  
\_\_\_\_\_

Left Scene 4 AM Total Time 9 HRS

Completed By: \_\_\_\_\_



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: SUN Date: 6/4/00 Time: 5:32 AM ☐ PM ☒  
Recvd By: RET Recvd From: NANCY FLEMING  
Home Phone: 897 6064 Day Phone: 897 6064 Other Phone: N/A  
Address of Complaint: Pessing Drive  
Description of Problem: YELLOW WATER

Directed To: RET Date: 6/4/00 Time: 5:32 AM ☐ PM ☒  
On Scene: N/A Date:          Time:          AM ☐ PM ☐  
Findings: WATER QUALITY DUE TO USE OF EMERGENCY  
WELL

Action Taken: ARRIVED WLT OF PROBLEM SAT NIGHT.  
WILL CALL IF PROBLEM PERSISTS.

Further Action Needed:         

### Equipment Used

### Materials Used

N/A

Left Scene N/A Total Time 0

Completed By: [Signature]



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: MON Date: 6/5/00 Time: 5:40 AM ☐ PM ☒  
Recvd By: RET Recvd From: NANCY (CHBS)  
Home Phone: 897-0619 Day Phone: 897-0619 Other Phone N/A  
Address of Complaint: 53 CONANT DRIVE (MRS. FLAHERTY)  
Description of Problem: DIRTY WATER

Directed To: RET Date: 6/5/00 Time: 5:40 AM ☐ PM ☒  
On Scene: N/A Date:          Time:          AM ☐ PM ☐  
Findings: DUE TO USE OF WELL #2

Action Taken: ADVISED OWNER TO CALL IF PROBLEM  
RECURS.

Further Action Needed: FURTHER ACTION IF NECESSARY

### Equipment Used

### Materials Used

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Left Scene N/A Total Time 0

Completed By: [Signature]





WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: TUESDAY Date: 7/11/00 Time: 4:05 AM ☐ PM ☒Recvd By: RON Recvd From: JERRY RUBECKAHome Phone: (978) 897-6335 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_Address of Complaint: 33 ADAMS DRIVE STOW, MADescription of Problem: WANTS TO REPORT A CHANGE IN WATER QUALITY.Directed To: RUSS TIERNEY Date: 7/11/00 Time: 4:15 AM ☐ PM ☒On Scene: WED Date: 7/12/00 Time: 9:00 AM ☒ PM ☐Findings: NO CL<sub>2</sub> OOR / CUSTOMER COMPLAINTS OF HIGH CL<sub>2</sub> OOR OVER LAST WEEKAction Taken: TOOK CL<sub>2</sub> RES AT KIT SWK - 0.2 (20)  
ADVISED OWNER THAT WE ARE CONTINUALLY ADJUSTING CL<sub>2</sub> TO OPTIMIZE.Further Action Needed: NONE

Equipment Used

Materials Used

Left Scene: 9:30 AM Total Time: 1/2 hrCompleted By: [Signature] (165)



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: SATURDAY Date: 9/9/00 Time: 12:25 AM ☐ PM ☒  
Recvd By: RON (CHBS) Recvd From: ERIC MASSI  
Home Phone: (978) 847-9150 Day Phone: (508) 899-9800 <sup>1222</sup> Other Phone: —  
Address of Complaint: 68 LOWELL DRIVE  
Description of Problem: LOW PRESSURE / LOW FLOW

Directed To: RET Date: 9/11/00 Time: 10:00 AM ☒ PM ☐  
On Scene: TUESDAY Date: 9/12/00 Time: 2:30 AM ☐ PM ☒  
Findings: NO ONE HOME

Action Taken: Return 9/13/00  
TESTED FLOW OUTSIDE FRONT 24 PSI / 4.5 GPM  
PRESSURE OUTSIDE REAR 24 PSI / 4.5 GPM  
Further Action Needed: CONTACT OWNER

### Equipment Used

### Materials Used

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Left Scene \_\_\_\_\_ Total Time \_\_\_\_\_

Completed By: [Signature]



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: TUESDAY Date: 1/2/01 Time: 12:21 AM ☐ PM ☒

Recvd By: ROY Recvd From: BILL SIMPSON

Home Phone: (978) 897-4458 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint: 80 ADAMS DRIVE, STOW, MA

Description of Problem: COLD WATER TAP IS MURKY YELLOW -

HOT WATER IS CLEAR - PLEASE CALL.

Directed To: RUSS TEASNY Date: 1/3/01 Time: 1:10 AM ☐ PM ☒

On Scene: N/A Date: N/A Time: N/A AM ☐ PM ☐

Findings: Spoke to owner, cleaned up

Action Taken: \_\_\_\_\_

Further Action Needed: owner will call

### Equipment Used

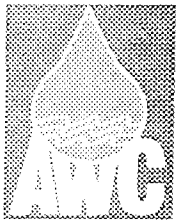
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### Materials Used

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Left Scene: N/A Total Time: \_\_\_\_\_

Completed By: [Signature]



# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: Thursday Date: January 17, 2001 Time: \_\_\_\_\_ AM ☐ PM ☒

Recvd By: RET Recvd From: Ruzicka

Home Phone: 897-6335 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint : 33 Adams Drive

Description of Problem : High Cl<sub>2</sub> odor

Directed To: DM Date: January 17, 2002 Time: \_\_\_\_\_ AM ☐ PM ☒

On Scene: Friday Date: January 18, 2002 Time: 7:30 AM ☒ PM ☐

Findings: .11 mg/L at kitchen tap(no odor at this time)  
1.12 mg/L at 100 ft sample tap

Action Taken: explained current & future treatment processes use of contact tank should reduce  
his odor problem.

Further Action Needed: DM to check residual at ext hose bib during week ending 1/26/02.

### Equipment Used

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### Materials Used

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Left Scene \_\_\_\_\_ Total Time \_\_\_\_\_

Completed By: \_\_\_\_\_



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: \_\_\_\_\_ Date: march 14 Time: 10 AM ☒ PM ☐

Recvd By: JB Recvd From: Russ T.

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint: 26 Dunster

Description of Problem: yellowish water in washing machine

Directed To: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM ☐ PM ☐

On Scene: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM ☐ PM ☐

Findings: \_\_\_\_\_

Action Taken: went to house for follow up march 30th, April 2nd  
no one home

Further Action Needed: RETURN 4/6/01 TALKED WITH HOMEOWNER  
SHE IS INSTALLING home filter system.  
YELLOW WATER IS FROM BOTH HOT + COLD TAPS (8:30am)

### Equipment Used

### Materials Used

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Left Scene 10<sup>30</sup> AM Total Time 1/2 hr

Completed By: Jim B.



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: FRIDAY Date: 4.20.01 Time: 10 AM ☒ PM ☐

Recvd By: ROSS T. Recvd From: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint: 52 ADAMS ST.

Description of Problem: RUSTY WATER

Directed To: Jim Date: 4.20.01 Time: 10 AM ☒ PM ☐

On Scene: \_\_\_\_\_ Date: 4.20.01 Time: 10:15 AM ☒ PM ☐

Findings: WATER WAS CLEAR. HOME OWNER SAID WATER TURNS  
RUSTY ONCE AND A WHILE WHEN USING HOT WATER.

Action Taken: SOME

Further Action Needed: PROBABLE CAUSE IS WATER HEATER

### Equipment Used

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### Materials Used

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Left Scene 1030 Total Time 1/2 hour

Completed By: J B



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: Monday Date: April 30, 2001 Time: 8:00 AM ☒ PM ☐

Recvd By: Bruce WWI Recvd From: Customer via WWI answering service

Home Phone: (978) 897-1224 Day Phone: (978) 897-1224 Other Phone n/a

Address of Complaint : 57 Peabody Drive

Description of Problem : on going low pressure problems

customer wants to install booster pump

Directed To: R. Tierney Date: April 30, 2001 Time: 8:00 AM ☒ PM ☐

On Scene: Tuesday Date: May 1, 2001 Time: 10:00 AM ☒ PM ☐

Findings: called number given and left a message to contact RET / left cell phone number

Action Taken: no call back Monday / drove by house on Tuesday no one home

left second message on machine and advised to call for an appointment to check pressure

and flow in house

Further Action Needed: if no call back send letter to owner

### Equipment Used

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### Materials Used

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Left Scene 10:30 Total Time 0.5 hours

Completed By: Russell E. Tierney



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: Monday Date: April 30, 2001 Time: 8:00 AM ☒ PM ☐

Recvd By: Nancy - CHBS Recvd From: Janet Marshall - Centry 21 Stow

Home Phone: n/a Day Phone: n/a Other Phone n/a

Address of Complaint : 184 Kirkland Drive

Description of Problem : final reading for closing on Friday 5-4-01 / Low pressure complaint  
house will be open on Tuesday 05-01-01

Directed To: R. Tierney Date: April 30, 2001 Time: 8:00 AM ☒ PM ☐

On Scene: Tuesday Date: May 1, 2001 Time: 11:00 AM ☒ PM ☐

Findings: house open / no one on site / checked meter new neptune (see work order)  
final reading - 0357340 / serial no. 41286960  
meter registering while no water running

Action Taken: checked boiler to see if it was calling for water - no call for water - no other faucets on  
checked pressure at washer 52 PSI / moved guage to slop sink 52 PSI / turned on bathroom sink 42 PSI  
turned on kitchen sink 34 PSI / turned on tub 18 PSI / shut off all water 53 PSI static

Further Action Needed: advised Janet Marshall of possible leak in house  
leak may be contributing to residual pressure losses

### Equipment Used

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### Materials Used

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Left Scene 12:00 PM Total Time 1.0 Hours

Completed By: Russell E. Tierney





WhiteWater, Inc.

# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: Friday Date: May 4, 2001 Time: 4:15 AM ☐ PM ☒

Recvd By: Russell T Recvd From: Lauri Livolli - Customer

Home Phone: (978) 897-0356 Day Phone: (978) 897-0356 Other Phone n/a

Address of Complaint : 52 Adams Drive

Description of Problem : dirty water / yellow & brown during bath / residual in tub

Directed To: R. Tierney Date: May 4, 2001 Time: 4:15 AM ☐ PM ☒

On Scene: n/a Date: n/a Time: n/a AM ☐ PM ☐

Findings: second complaint in two weeks by customer

Jim Boliver went to home two weeks ago and water was clear

customer advised that it was during bath

Action Taken: advised customer to have hot water tank flushed out / may be residual in tank

customer advised that hot water tank is 9 years old / may be corroded inside

Further Action Needed: customer will call back Monday am

will have Dana bring sample of water from well field to customer

### Equipment Used

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### Materials Used

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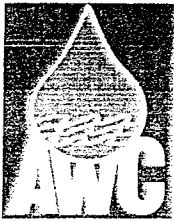
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Left Scene n/a Total Time n/a

Completed By: Russell E. Tierney



# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: 10/30/01 Date: 10/30/01 Time: 12:50 AM ☐ PM ☒

Recvd By: CARLOS Recvd From: HOMEOWNER

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint : 92 ADAMS DRIVE

Description of Problem : RED WATER

Directed To: DM Date: 10/30/01 Time: 1:00 AM ☐ PM ☒

On Scene: \_\_\_\_\_ Date: \_\_\_\_\_ Time: 1:20 AM ☐ PM ☒

Findings: RED WATER. NO OTHER COMPLAINTS FROM ADJACENT HOMES

EXIST IN LINE WATER FILTER APPEARS PLUGGED.

Action Taken: FLUSH @ EXTERIOR HOSE BIBS, FLUSH @ BATHROOM SINK

DELIVER RED-B-GON FOR LAUNDRY

METER #40861066, 60150 GAL

Further Action Needed: WILL CALL IF PROBLEM PERSISTS. HOMEOWNER WILL CHANGE

FILTER THIS PM

### Equipment Used

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### Materials Used

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Left Scene 2:00PM Total Time .5 HRS

Completed By: MCGOVERN

**Assabet Water Company**  
**Complaint Form / Work Report**

Day Recvd: SUNDAY Date: 12/30/01 Time: \_\_\_\_\_ AM ☐ PM ☐

Recvd By: JM Recvd From: ANS. SERVICE

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint: 43 PEABODY

Description of Problem: LOW PRESSURE / VOLUME. ONGOING PROBLEM.

Directed To: DM/RET Date: 12/30/01 Time: \_\_\_\_\_ AM ☐ PM ☐

On Scene: MONDAY Date: 12/31/01 Time: 6:30 AM ☒ PM ☐

Findings: LOW TANK LEVEL PROBABLE CAUSE(PROBLEM STARTED LAST WK)

CHECKED BATTERIES @ TANK- LOW VOLTAGE- LEVEL FROM TRANSMITTER 6 FT(13.8 PSI)

HIGHER THAN ACTUAL-

Action Taken: \_\_\_\_\_

REPLACE BATTERIES- DOUBLE CHECK SERVICE FOR LEAKS- ALLOW TANK LEVEL TO REBOUND

Further Action Needed: CHECK RESIDUAL PRESSURE WHEN TANKS ARE FULL

REPLACE BATTERIES DAILY CHECK FOR FIRST COMPLAINT FROM THIS GUY- PROBABLY

WED OR THURS WHEN BATTERIES STARTED TO FAIL.

**Equipment Used**

**Materials Used**

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Left Scene \_\_\_\_\_ Total Time 1.75

Completed By: 

# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: SUNDAY Date: 12/30/01 Time: \_\_\_\_\_ AM ☐ PM ☐

Recvd By: RET Recvd From: ANS. SERVICE

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint : 35 ELIOTT

Description of Problem : LOW PRESSURE / VOLUME.

Directed To: DM Date: 12/31/01 Time: \_\_\_\_\_ AM ☐ PM ☐

On Scene: MONDAY Date: 12/31/01 Time: 8:00 AM ☒ PM ☐

Findings: LOW TANK LEVEL PROBABLE CAUSE(PROBLEM STARTED LAST WK)

CHECKED BATTERIES @ TANK- LOW VOLTAGE- LEVEL FROM TRANSMITTER 6 FT(13.8 PSI)

HIGHER THAN ACTUAL LEVEL.

Action Taken: HOMEOWNER DEMONSTRATED LOW PRESSURE @ BATHROOM. I EXPLAINED TANK

TANK LEVEL SITUATION

Further Action Needed: INSTRUCTED TO CALL IF NO IMPROVEMENT BY AFTERNOON

REPLACE BATTERIES AT TANK DAILY- CHECK RESIDUAL PRESSURE WHEN TANKS ARE FULL

### Equipment Used

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### Materials Used

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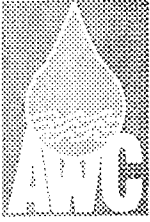
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Left Scene \_\_\_\_\_ Total Time \_\_\_\_\_

Completed By: \_\_\_\_\_



# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: FRIDAY Date: February 1, 2002 Time: 8:30 AM ☒ PM ☐

Recvd By: Brucw Evans Recvd From: 43 peabody

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint : same

Description of Problem : low water pressure

Directed To: DM Date: SAME Time: SAME AM ☐ PM ☐

On Scene: DM Date: SAME Time: 9:30 AM ☒ PM ☐

Findings: NOBODY HOME- WATER OFF TO EXT HOSE BIB- COULDN'T CHECK PRESSURE

Action Taken: CHECK PRESURE AT TANKS- LOWER THAN NORMAL. CHECK BATTERIES- BOTH LOW  
REPLACE BATTERIES. NOTE: BATTERIES NOT CHARGING TODAY. 1-2" COATING OF ICE ON SOLAR  
PANELS

Further Action Needed: FOLLOW UP MONDAY AM

### Equipment Used

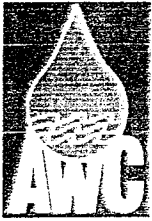
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### Materials Used

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Left Scene \_\_\_\_\_ Total Time 2

Completed By \_\_\_\_\_



# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: SUNDAY Date: February 3, 2002 Time: 11:00 AM ☐ PM ☒

Recvd By: ANS SERVICE Recvd From: 33 PEABODY

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Address of Complaint: 33 PEABODY

Description of Problem: LOW PRESSURE - PROGRESSIVELY WORSE DURING COURSE OF DAY

Directed To: DM Date: SAME Time: \_\_\_\_\_ AM ☐ PM ☐

On Scene: SUN Date: SAME Time: 11:30 AM ☐ PM ☒

Findings: CHART LEVEL = 47.78 FT, PRESSURE AT TANK= 10 PSI(23.1 FT), ONE BATTERY @ 6 VOLTS  
ONE AT 11.30 VOLTS

Action Taken: REPLACED BOTH BATTERIES, NEW CHART LEVEL = 24.25  
PLACE PUMP IN HAND UNTILL MON MORNING( LOW VOLTAGE CAUSING FALSE HIGH LEVEL &  
SHUTTING PUMP OFF)

Further Action Needed: FOLLOW UP WITH 33 PEABODY MONDAY AM

### Equipment Used

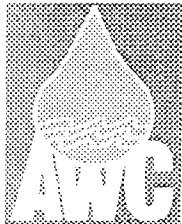
### Materials Used

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\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

Left Scene \_\_\_\_\_ Total Time 3.5 HRS

Completed By \_\_\_\_\_



# Assabet Water Company

## Complaint Form / Work Report

Day Recvd: Monday Date: February 18, 2002 Time: 2:45 AM ☐ PM ☒

Recvd By: RET Recvd From: Customer via Nancy @ CHBS (Bill Zelif)

Home Phone: (978) 461-0611 Day Phone: (617) 582-1208 Other Phone n/a

Address of Complaint : 96 Peabody Drive

Description of Problem : low water pressure when multiple fixtures running

Directed To: Dana M Date: February 18, 2002 Time: 4:00 AM ☐ PM ☒

On Scene: wed Date: February 20, 2002 Time: 7:00 AM ☒ PM ☐

Findings: \_\_\_\_\_

STATIC 55 PSI @ EXT. HOSE BIB. 11 PSI RESIDUAL WITH KITCHEN SINK OPEN. CUSTOMER HAS  
BOOSTER SYSTEM. 48 PSI RESIDUAL WITH BOOSTER SYSTEM BYPASSED. VOLUME GOOD.

Action Taken: INFORMED CUSTOMER TO REPLACE FILTER ON BOOSTER SYSTEM AND/OR HAVE  
PUMP INSPECTED.

LEFT BOOSTER SYTEM IN BYPASS

Further Action Needed: \_\_\_\_\_

### Equipment Used

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Materials Used

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Left Scene 8:00 am Total Time 1.0 HR

Completed By: McGovern



WhiteWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: SATURDAY Date: 3/11/00 Time: 3:45 AM ☐ PM ☒Recvd By: CHBS Recvd From: ERIC WASHHome Phone: (978) 897-9150 Day Phone: (508) 879-9800 Other Phone: \_\_\_\_\_Address of Complaint: 68 LOWELL DRIVE X-222 STOW, MADescription of Problem: WATER PRESSURE HAS DIMINISHED OVERTIME. NOW CANNOT RUN WATER + TAKE SHOWER AT SAME TIME.PLEASE CALL AND ADVISE WHAT CAN BE DONEDirected To: JACK CAMILL Date: 3/13/00 Time: 9:20 AM ☒ PM ☐On Scene: R. Sherwood Date: 3/14/00 Time: 9:30 AM ☒ PM ☐Findings: Pressure readings taken on outside hose connection.  
Static 35 psi / Residual 25 psi (Cleaning person  
ran water) Homeowner not available.Action Taken: Pressure readingsFurther Action Needed: Need to investigate further,  
possible filter problem (Restriction

Equipment Used

Materials Used

Left Scene 9:45 Total Time 15 minCompleted By: Prot Sher





WinterWater, Inc.

# Assabet Water Company

## Complaint Form

Day Recvd: SATURDAY Date: 6/3/00 Time: 8:00 AM ☐ PM ☒  
Recvd By: RDN Recvd From: CECELIA NOVAK  
Home Phone: (978) 897-6055 Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_  
Address of Complaint: 20 PEARBODY DRIVE, STOW  
Description of Problem: LOW WATER PRESSURE

Directed To: RUSSELL TURNER Date: 6/3/00 Time: 8:05 AM ☐ PM ☒  
On Scene: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM ☐ PM ☐

Findings: Power outage at wellfield  
Hudson Light & Power Restored power  
at 2 AM Sunday Morning  
Action Taken: Power out at 6 AM Saturday Morning

Further Action Needed: NO

Equipment Used

Materials Used

Left Scene

Total Time

Completed By: \_\_\_\_\_



# Assabet Water Company

## Work Report

Day Recvd: MON Date: 07/22/02 Time: \_\_\_\_\_  
Recvd By: RET Recvd From: HOMEOWNER  
Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_  
Location: 95 LOWELL  
Work Required: SULFUR ODOR

Directed To: DM Date: SAME Time: \_\_\_\_\_  
On Scene: DM Date: SAME Time: 8:30 AM

Work Performed: \_\_\_\_\_  
\_\_\_\_\_ NO ONE HOME. CHECKED REAR EXT. HOSE BIB. STRONG SULFUR ODOR DISSIPATED  
\_\_\_\_\_ AFTER 2-3 MIN.OF FLUSHING. CL RES. = .20, PH 7.4.  
\_\_\_\_\_ SPOKE VIA TEL. TO HOMEOWNER. WAS AWAY PREVIOUS WEEK. ADVISED HIM TO  
\_\_\_\_\_ CONTACT PLUMBER TO CHECK WATER HEATER

Further Action Needed: FOLLOW UP WEEK ENDING 8/3  
\_\_\_\_\_  
\_\_\_\_\_

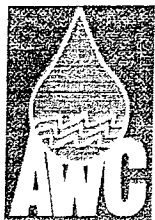
### Equipment Used

### Materials Used

<u>1336</u>	_____
_____	_____
_____	_____
_____	_____
_____	_____

Left Scene \_\_\_\_\_ Total Time \_\_\_\_\_

Completed By: Dana W. McGovern



# Assabet Water Company

## Work Report

Day Recvd: Thursday Date: 10/03/02 Time: \_\_\_\_\_

Recvd By: DM Recvd From: RET

Home Phone: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Location: 115 Kirkland

Work Required: Check Pressure

Directed To: DM Date: 10/03/02 Time: \_\_\_\_\_

On Scene: DM Date: 10/04/02 Time: 8:00 AM

Work Performed: static At ext hose bib: 40psi

residual[basement sink open]: 35.5 psi

residual[basement & kitchen sinks]: 30 psi

Storage tank pressure: 20 psi[46.2 ft]

note: tank level was at lowest level of day during test.

Further Action Needed: customer stated that upstairs bathroom[3rd flor of tri-level] experiences frequent

loss of water during baths/showers. Definitely a volume problem during peak usage, since his pressures are relatively good.

### Equipment Used

### Materials Used

1336  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Left Scene 8:30 Total Time 0.5

Completed By: Dana W. McGovern

#####

#	#	#####	#####	#####	#####	#	#	Speedy Call Center
#	#	#	#	#	#	#	#	39 Elm Street, Suite 200
#####	#	#	#####	#####	#	#	#	Southbridge, MA 01550
#	#	#####	#	#	#	#	#	tel: 508-764-4597
#	#	#	#	#	#	#	#	fax: 508-764-1503
#####	#	#####	#####	#####	#####	#	#	speedy.callcenter@verizon.net

#####

#####

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To: Whitewater  
RE: Your messages

1508-7648784

\*\*\*PLEASE NOTE\*\*\*\*\*  
 \* If you would prefer to have your messages sent to you via EMail, \*  
 \* send notice to speedy.callcenter@verizon.net and let us know! \*  
 \* Please be sure to include your business name or account number. \*  
 \*\*\*\*\*

=====0661=====

Fri 13-Feb-04 08:02a

=====

Thu 12-Feb-04 07:34p DLB TAKEN  
 Thu 12-Feb-04 07:44p DLB PAGED  
 Thu 12-Feb-04 07:48p DLB VOICE PLAYED

NAME:bob kilkenney  
 PHONE#:(978)897-5714  
 ADD:92 adams dr, stowe  
 RE:has brown water  
 \*\*pgd jim majewski  
 \*gave jim:47  
 !

!

Voice message attached.

=====0661=====

Assabet Water Company  
Work Order

Account Number: 127  
Customer Name: Richard Crear  
Mailing Address: 35 Conant Drive

Stow, MA 01775  
Property Address: 35 Conant Drive

Work Order #: 2545  
Date: 3/10/2004  
Time: 8:02:09 AM

Caller's Name: Jeanne Crear

Telephone #: (978) 897-9175

Order Taken By: Jim Dalton

Complaint and Location:

Sand & Gravel in water

Work Order Name for Invoice: sandy water inquiry

Date Work Scheduled:

Time Scheduled:

Description of Work Performed and Remarks:

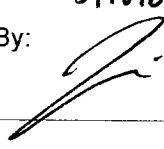
Called 3/18/04 - left message  
Mr. Crear called said water cleaned up all set  
3/18/04

Materials Used:

Cost Of Materials: \$0.00

Date Completed: 3/18/04

☒ Completed WO

Work Performed By: 

Work Hours: \_\_\_\_\_

*(Signature)*

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Speedy Call Center  
39 Elm Street, Suite 200  
Southbridge, MA 01550  
tel: 508-764-4597  
fax: 508-764-1503  
speedy.callcenter@verizon.net

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To: Whitewater  
RE: Your messages

1508-7648784

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\* send notice to speedy.callcenter@verizon.net and let us know! \*  
\* Please be sure to include your business name or account number. \*  
\*\*\*\*\*

=====0661=====

Thu 12-Aug-04 08:02a

=====

Wed 11-Aug-04 06:46p DLB TAKEN

NAME:gary small

PHONE#:(978)897-3958

ADD:107 lowell dr

RE:please explain about why they  
weren't notified about excersizing  
program that is going on

!

!

Voice message attached.

=====0661=====

*REPAIRS @ 113 LOWELL  
MAY HAVE DISLODGED  
DEBRIS IN PIPES*